



**UNIVERSITY OF NAIROBI**  
**FACULTY OF HEALTH SCIENCES**  
**DEPARTMENT OF PSYCHIATRY**

**CUSTOMER SERVICE DELIVERY CHARTER**  
**Commitment to Service Delivery**

Comment [U1]:

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	
TEACHING AND LEARNING	Admissions	Orientation and registration of students	NIL	1 week	
		Issuance of academic guidelines	NIL	1 week	
	Teaching	Payment of prescribed fees	As per letter		Before start of class
		Issuance of class timetables	NIL		1 week
		Conducting of lectures and ward rounds	NIL		1 semester
	Examinations	Issuance of exam timetables	NIL		1 week
		Invigilation of exams	NIL		As per program
		Internal marking of examinations	NIL		2 weeks
		External marking of examinations	As per agreement		2 weeks
		Supervision of Master and Doctoral students	NIL		As per program
	Graduation	Preparation and submission of pass lists	NIL		1 week
		Clearance of graduating students	As per approved convocation fee		1 week
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Part time teaching of post graduate students	NIL	1 semester	
		Addressing students in career guidance forums	NIL	Continuous	
	Co-curricular activities	Joining mental clubs and societies	As per club regulations		Continuous
		Joining Health Professional bodies	As per Professional bodies requirements		Continuous
Student welfare services	Registration of students in welfare services	As per welfare requirements		Continuous	
RESEARCH, INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects and theses	Allocation of supervisors	NIL	After completion of course work	
		Supervision of students	As per course	Continuous	
	Innovation	Submission of research projects/theses by a student	NIL		After final defense
		Publication in the International Journals	As per the Publisher		Continuous
		Writing and publication of text books	As per the Publisher		Continuous
	Consultancy and Enterprise	Serving patients in hospitals	As per the hospital		Continuous
		Serving patients in clinics	As per the clinic		Continuous
Selling of text books		As per the Author		Continuous	
RESOURCES MANAGEMENT	Management of Human Resource	Allocation of duties and responsibilities to non-teaching staff	NIL	Upon reporting	
		Assigning of teaching units to teaching staff	NIL	At the beginning of the academic year	
		Justification for staff contracts	NIL	At the expiry of contract	
	Management of Physical facilities and Infrastructure	Maintenance of asset register	NIL		Continuous
		+ Maintenance of cleanliness	NIL		Continuous
		+ Maintenance of repair records	NIL		Continuous
		+ Maintenance of disposal records	NIL		Continuous
Management of Financial resources	+ Preparation of procurement plans	NIL		At the beginning of new financial year	
	+ Full utilization of allocated funds	NIL		Within same financial year	
COMPETITIVENESS AND IMAGE	Corporate Branding	+ Printing of Departmental banners	NIL	Continuous	
		+ Purchase of branded materials	As per item	Continuous	
	Engagement with industry	+ Attaching students in hospitals for apprentice	NIL		At per program
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	+ Sensitize/train staff on Governance and leadership	NIL	Continuous	
		Entrench positive institutional culture	+ Train and sensitize staff on Customer Care	NIL	Continuous

Complaints, compliments and suggestions should be forwarded to:  
 Chairman, Department of Psychiatry,  
 Faculty of Health Science  
 Kenyatta National Hospital  
 P.O. Box 19676 – 00202, Nairobi, Kenya.  
 Tel: +254 020 491 5052  
 Mobile: +254 .....  
 Toll free line: 0800 221343  
 E-mail: .....  
 Website: .....

Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:  
 The Commission Secretary/ Chief Executive Officer,  
 Commission on Administrative Justice,  
 West End Towers, 2nd Floor, Waiyaki Way, Westlands  
 P. O. Box 20414-00200  
 Tel:+254 020 2270000 Nairobi  
 Toll free line: 0800 221349 SMS: 15700  
 E-mail: complain@ombudsman.go.ke  
 Website: www.ombudsman.go.ke